

Nadim Al Hakim

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EDUCATION

Technical Institute of Ajaltoun
Hotel Management

Ajaltoun, Lebanon
2011 – Under-graduated

Lycée Official Ajaltoun
High School

Ajaltoun, Lebanon
2006

WORK EXPERIENCE

Namliieh

Co-Founder and Head Chef

Daroun Harissa, Lebanon

Jan 2021 – to Present

Created with my brother our first small homemade business, our brand consists of freshly baked/cooked food with **NO Additive** and **NO Preservative**. Namliieh is all about locality, seasonality and homemade.

- Create the vision needed for our loyal customers.
- Ensure the products roadmap is in alignment with our startup's vision.
- Create & keep close eye on our KPI.
- Develop and maintain the business plan while managing finance.
- Recognize Market opportunities
- Performing direct marketing and promotion launching.
- Providing financial estimates.
- Developing recipes that fit our plans and our client's demands.

Bakemart Gourmet

Restaurant Manager

Dubai, UAE

May 2017 – Sept 2019

- Created & deployed successful strategies to boost performance, streamline processes and increase efficiency in different areas.
- Developed, implemented and managed business plans to promote profitable food and beverage sales.
- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Applied knowledge of previous supply needs and forecasted business levels to estimate required supplies.
- Continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.
- Prepared for and executed new menu implementations.
- Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.
- Promoted positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Strategically developed effective marketing plans to increase sales and profits while managing costs.
- Effectively managed payroll and timekeeping, including completion of proper paperwork for new hires and terminations.
- Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity.
- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment and supplies.

Al Baleed Resort by Anantara

Outlet Supervisor

Salalah, Oman

May 2016 – Oct 2016

- Support the overall leadership and management of the outlet services of the hotel.
- Interact with guests, suppliers, & other partners as required to ensure maximum guest satisfaction & the returns to the hotel.
- Motivate and supervise all team members involved in the provision of the outlet, and ensure that the service they deliver is in line with the best Anantara service standards.
- Participate in and lead delivery of required training for department team member to meet the needs of the business.
- Aware of the best external competitor offerings in the local market, and to continually work with hotel team members to improve our own offerings with the goal of being the best in the market for creativity, service, choice, and value for money.
- Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products.
- Managed weekly inventory transactions by creating templates to ensure optimal food and beverage stock.

Quisine by Guy Savoy
Maitre D'Hotel

Doha, Qatar
Dec 2011 – July 2015

- Establish and maintain effective employee relationships.
- Complete stock inventory on a monthly basis.
- Assist in attaining and maintaining the sanitation certificates as required.
- Ensure awareness and deliver the optimum levels of service and guest satisfaction.
- Directly work with all employees to create a flow of new and improved ideas.
- Ensure all equipment and work areas are properly maintained.
- Ensuring cleanliness at all times.
- Completion of opening and closing checklists.
- Providing optimum levels of quality, personable service.
- Monitored dining rooms for seating availability as well as service, safety and well-being of guests.
- Applied communication and problem-solving skills to resolve customer complaints and promote long-term loyalty.
- Used correct cleaning, sanitizing and food handling procedures to maintain optimal protections for customers.

Shou Lounge
Chef De Rang

Kaslik, Lebanon
Jul 2011 – Nov 2011

- Follow all reasonable work-related requests made by a Manager which may be outside your normal job activities, to achieve complete guest satisfaction and service throughout the restaurant.
- Learn and correctly use the Point of Sale equipment and follow procedures.
- Stayed up to date on menu changes to offer current and accurate information, answer questions and help customer's select optimal meal choices based on individual preferences.
- Maintained table settings by removing courses, replacing utensils and refilling beverages promptly and courteously.
- Used cash registers and credit card machines to cash out customers.
- Greeted new customers, discussed specials, took drink orders and built immediate positive connections with guests.
- Displayed enthusiasm to customers, successfully increasing referrals and walk-in business.
- Maintained customer satisfaction by clarifying questions about orders and specialty items.

Peaks Resort
Head Waiter

Feytroun, Lebanon
July 2009 – June 2011

- Prompt and courteous delivery of all orders, maintaining a positive image through all each guest contact and through cleanliness of guest areas.
- During shift, ensure that guests are satisfied by assisting with serving, seating, communication with kitchen, and by striving to speak to all guests.
- Encourage problem solving by team members through proper training and empowerment, to ensure guest satisfaction.
- Stock controller concerning beverage classification and FIFO concept.
- Monitored dining rooms for seating availability as well as service, safety and well-being of guests.
- Trained incoming staff on restaurant's practices, culture and procedures to maximize job satisfaction and productivity.
- Performed complete opening, closing and shift change duties to keep restaurant working efficiently and teams ready to meet customer needs.

Hospital St. Georges
Cafeteria Assistant

Ajaltoun, Lebanon
Aug 2007 – July 2009

- Cleaned and sanitized surfaces, tools, and equipment.
- Restocked condiments, beverages, and utensils per expected use levels.
- Tracked meal purchases and accepted payments at cash register.
- Managed customer deliveries and assisted with carrying out orders to promote maximum satisfaction.
- Prepared ingredients and recipe components ahead of time.
- Collected trash wiped up spills and removed trays to maintain fresh and clean customer areas.
- Kept close eye on customers to quickly spot leaving guests and clear tables for future patrons.
- Greeted customers and answered any questions.

SKILLS & INTERESTS

Skills:

- *Multilingual:* Able to communicate in 3 languages, as Arabic being the mother language, English in Professional and French as Moderate level.
- *Content Editing:* Microsoft Office (Word, Excel, Power Point), Microsoft Outlook
- *Programing Languages:* Good experience in different type of POS, such as Micros, Future POS, Omega
- *Service Based Selling:* Consistently exceeding our target's expectation through team hard work, leadership, good vision to market, and follow customers' satisfaction.
- *Complaint Resolution:* Able to handle customers' complaints effectively, due to calmness, listener, and speedy reflex.
- *Food Safety and Hygiene:* Trained on PIC level 3 with Municipality of Dubai. Exchange the knowledge with colleagues to stay up to date.
- *Training, Motivating, Budgeting, Menu Planning.*

Interests:

Sports: Football, Basketball

Movies: Action, Comedy and Sci-Fic series

Reading: Self-improvement or educative knowledge

Cooking, baking, experiencing and tasting new recipes.